

The **Information Technologies Department** continues to focus on the convergence of technology and aligning the County's technology resources and services to better meet the needs of our internal and external customers. Our goal is to "deliver premium services through open access communications and innovative technology."

The department has positioned its strategy to support quality service to its customers. The goal has been to provide and project dependable, efficient, and innovative solutions for technology services. Internally, we have provided audio/video installations with SGTV/Cable access to many buildings throughout the County, upgraded radio subscribers to current software/capabilities, attached many remote users to the Wide Area Network via fiber optics, as well as having enhanced and/or replaced many systems. These systems include, but are not limited to SGTV bulletin board/editing, mobile data terminals, radio subscriber units, School Board connectivity, municipality connectivity, elected official connectivity, sheriff district office relocations, jail, historical museum, fire station upgrades/connectivity, and Central Transfer Station connectivity/enhancement. Some of the innovations include partnering with agencies for fiber deployment, teleworking trials, acquiring donations, generating maintenance revenue, consolidating services, conducting internal/external audits, researching technology advancements and redirecting expenditures as appropriate, and pursuing technology grants.

Through these efforts each supported Seminole County agency has been able to provide their primary objectives to the community. We have designed a budget of continuance of these services to provide dependability, efficiency,

and innovation of the highest quality both to our internal customers and the community/customers of Seminole County. Our goal is not "change for the sake of change," but rather "change for the sake of efficiency and dependability." Our identified programs demonstrate this strategy.

The department has taken the lead role to define the development of the County's website and the introduction of e-Government applications. Our strategic planning process is assisting the County to conduct an internal and external needs assessment to ensure that the services we provide are the ones that our customers want. The goal of e-Government is to provide services to the customers of Seminole County without walls, doors, or clocks. Building applications, permits, and inspection information is now available online which saves time for both our developers and our staff. Water and Sewer billing information was available online this summer and will eventually enable the County to accept online payments for water and sewer services.

During the current year, the department has developed an imaging program to digitize our documents county-wide. The program will reduce costs for storage, paper, toner, and staff time. The return on investment for the current zoning and building permit imaging project is approximately 2 years.

The departments will be continuing several other successful programs including the county-wide computer equipment leasing program, the centralized software program, and GIS. Our focus continues to be support and provision of excellent customer service to assist our customers in performing their job duties.